

May 6, 2005

Message from the Secretary - Employee Recognition

Dear CHFS Employees:

In recognition of National Public Employee Appreciation Week, May 2-6, I'm delighted to take this opportunity to express my personal appreciation for your individual daily efforts to provide quality services to the citizens of the commonwealth. Your dedication continues to make CHFS a leader in the delivery of health and human services.

This cabinet's goal is to foster an environment that continually recognizes excellence in the workplace. Toward that goal, the Office of Human Resource Management is sponsoring the Employee Recognition Committee. This committee is charged with the mission to celebrate the individual and team efforts of CHFS employees who positively affect the quality of cabinet services.

The committee has developed the following suggestions to recognize individual employee accomplishments:

"Top Ten" Ways to Recognize Outstanding Employee Performance

1. Say, "Thank you!" or "Good job!"
2. Listen.
3. Send encouraging e-mail on a consistent basis.
4. Recognize significant professional events or milestones.
5. Implement an "Employee of the Month" program.
6. Submit an article to the CHFS Focus newsletter that celebrates an employee's accomplishments.
7. Rotate a "trophy" that is filled with healthy snacks/treats.
8. Give away your reserved parking space for a month.
9. Serve as a mentor. Discuss employees' career goals and tailor a day for them to shadow you or another professional on their career ladder.
10. Provide a copy of a favorite leadership book in the break room. Discuss one chapter per week over lunch.

The committee is finalizing an "Employee Recognition Informational Packet" that will provide further ideas for recognition. The packet will be distributed through the CHFS Focus in the next several weeks.

Again, thank you for your commitment to excellence in your work!

*Note: For additional information regarding participation in the Employee Recognition Committee, please see the Feb. 11 issue of the CHFS Focus.

<http://chfs.ky.gov/NR/rdonlyres/6559F8FB-B4FC-48F8-AABC-0F6C0A762695/0/CHFSFocusPrint021105.pdf>

Read on for more from the Secretary

National Nurses Week

Dear CHFS nurses,

May 6th through the 12th is National Nurses Week, and I want to take this opportunity to say thank you for the care and skill you apply to the members of the cabinet and community.



This year's theme is "Nurses: Many Roles, One Profession," and we celebrate your commitment to helping people lead better, longer, more fulfilling lives. Nurses treat and comfort patients through the health care system and serve as the front line of health care. You aid in healing, educating and supporting emotional needs.

Nurses practice and contribute to patient care in an incredible breadth of ways. Beyond the traditional health care system, nurses are hard at work in schools, community agencies, churches, technological and scientific industries, and the media. On local and state levels, nurses address issues such as the quality and safety of patient care, working conditions, and the health and safety of nurses as employees. From the state Capital to boardrooms, hospitals, public health departments and other health care facilities across the commonwealth, there is a strong voice for the nursing profession in Kentucky.

In honor of the dedication and effort of the 2.7 million registered nurses nationwide and particularly of those of you within the cabinet, I recognize you for the quality work you provide seven days a week, 365 days a year. Thank you for playing an important role in meeting the needs of the citizens of the commonwealth.

Sincerely,

A handwritten signature in black ink that reads "James W. Holsinger, Jr." The signature is written in a cursive, flowing style.

Dr. James W. Holsinger, Jr., Secretary

Celebrate long-term living during Older Americans Month

May is Older Americans Month. Next year, the oldest of the more than 78 million American baby boomers will turn 60. The Division of Aging Services is already at work preparing for the vast changes, challenges and opportunities that will accompany this momentous demographic shift.



"Older Kentuckians today have more choices beyond long-term institutional care when it comes to where and how they spend their later years," said Bill Cooper, aging services director. "More and more Kentuckians are remaining in their own homes and communities longer, which contributes to better health, more independence and more engagement in the community, factors which benefit all generations."

The following is a list some of the services provided through the Area Agencies on Aging and the aging network:

- adult day care and Alzheimer's disease respite;
- assisted living community information and certification;
- caregiver support services, including the Kentucky KinCare Project for grandparents raising grandchildren;
- homecare services including personal care, home management, home health aides, home-delivered meals, home repair, help with chores, respite, escort and case management and assessment;
- personal care attendant program;
- Senior Community Services Employment Program;
- State Health Insurance Assistance Program (SHIP);
- and other supportive programs including home-delivered and congregate meals, disease prevention and health promotion, and elder abuse prevention.

For more information on the programs and services available through the state Division of Aging Services, please call (502) 564-6930.

CHFS Focus Employee Spotlight: Up to the Task – Cathy Cox new section supervisor of Language Access Section

There's a new face in the Office of Human Resource Management. Cathy Cox joined the office in mid-February as supervisor of the Language Access Section, where she and her staff specialize in the Limited English Proficiency (LEP) Program.



The LEP Program was established by Executive Order 13166 on Aug. 11, 2000, to improve access by people who are not proficient in the English language to federally funded programs and services. Programs that receive federal funds were directed by the order to make sure that programs and activities normally provided in English be accessible to LEP clients so as not to discriminate on the basis of national origin.

Cox is certainly up to the task.

Most recently, she served more than five years as executive director of AIDS Volunteers Inc. (AVOL), an HIV/AIDS service organization in Lexington that serves all of Central and Eastern Kentucky. For six years prior to that, she was executive director of the Indiana Interreligious Commission on Human Equality, which did anti-racism and diversity training and community organizing and facilitated interfaith dialogues.

Cox also headed her own consulting firm, Cox & Associates Consulting, which provided diversity, leadership development, organizational development and antiracism training and consultant services to colleges, businesses and organizations across the Midwest.

Originally from Ohio, she attended college at DePauw University, where she graduated with majors in Spanish, sociology and cultural anthropology. Bilingual in Spanish, she has spent extended amounts of time in Latin America, specifically Argentina, Mexico, Columbia, Peru, Bolivia, Chile and Uruguay.

CHFS Focus Program Spotlight: Employee Health Centers are a Valuable Employee Resource

National Nurses Week begins each year on May 6 and ends on May 12, Florence Nightingale's birthday. National Nurses Week honors the nation's indispensable registered nurses for their tireless commitment. It seems appropriate that we take the time to recognize CHFS' Employee Health Center (EHC), staffed by nurses who provide state employees in Frankfort with nursing care year round.



This year's National Nurses Week theme, "Nurses: Many Roles One Profession," underscores the wide array of career options nurses may take whether providing hands-on patient care at the bedside or being involved in education, research, business, public policy or employee health. As the demand for nurses continues to increase, National Nurses Week is a reminder that nurses play a critical role in health care delivery today and in the future.

As a matter of fact, Frankfort state employees are very fortunate to have nurses that specialize in employee health in four different state office buildings. EHC is administered by Milly Noonan. Besides Noonan, there are three other EHC nurses: Carolyn Barnes – Capitol Annex, Anne Parr – Capital Plaza Tower, and Rebecca McCoy – Transportation Building. Together this diverse group has over 83 years of combined nursing experience.

"All EHC nurses are very competent caregivers. While every employee health center is operated independently off site, I have no concerns about the quality of care for the patients they serve because they are experienced nurses with varied backgrounds," stated Noonan.

EHC is a multi-faceted program that has evolved over the past 55 years from first-aid care to health education and wellness promotion. In 1950, they were known as First Aid Stations. Then, in 1981, the first EHC was created in the Human Resources Building, and the focus shifted from first aid to employee wellness and continued to change over the years. By 1993, the EHC program expanded to include all of the former First Aid Stations in the Transportation Building, Capitol Annex and Capital Plaza Tower.

"It's a comforting feeling to have the expertise of four well-seasoned and devoted nurses covering our employee health centers. They truly are dedicated to providing a very valuable service to their fellow co-workers," said Dr. Steve Davis, Deputy Public Health Commissioner.

EHC nurses provide many collaborative services with patient's physicians such as injections and chronic disease monitoring. They also provide referrals to the Kentucky Employee Assistance Program, the emergency room or other appropriate medical resources as necessary.

In addition to promoting health awareness among state government employees, EHC staff members work to decrease employee health costs through services such as the annual flu immunization program. They also work collaboratively with local health departments when called upon to participate in public health preparedness efforts such as smallpox immunization.

Many CHFS employees and the general public recognize EHC's outreach work at such events as health fairs, the Folklife Festival and the Kentucky State Fair. One of the most popular exhibits at the CHFS booth every year is the Fast Food Fat Fact display.

"People always ask about this exhibit which Milly and her staff update every year and staff for the duration of the fair. And it doesn't stop there; Milly has co-chaired our state fair planning for the past four years," says Janis Stewart, the cabinet's former state fair coordinator. "Milly and the other EHC nurses work very hard every year to make our booth appealing, educational and beneficial for fairgoers. I feel very blessed to have had the opportunity work with Milly on this annual project."

It's clear that Noonan and her staff find their jobs satisfying and challenging. "Averting health crises for fellow employees is very rewarding, and follow-up feedback from patients is very positive and lets us know that we really can and do make a difference in people's lives," she said. "Staying abreast of the constant changes in technology and pharmaceuticals keeps us on our toes."

The Kentucky Board of Nursing requires all nurses to have 30 continuing education units every two years. EHC nurses use this requirement as a time to focus on issues "we encounter every day at EHC such as keeping up with ever-changing hypertensive and diabetic medications," said Noonan.

Nurses Week is a time when everyone can show his/her appreciation for the wonderful work nurses do, especially those with EHC.

CHFS Health Fair expands its focus

Women's Health to share the spotlight with employee recognition, wellness

Although May is officially Women's Health Month, the CHFS Division of Women's Physical and Mental Health in the Department for Human Support Services works year-round to educate and inform Kentuckians on issues affecting women's health and serves as a central access point for women's health information.



Coinciding with Women's Health Month are several other observances worthy of recognition. The DWPMH has graciously invited the CHFS Worksite Wellness and Health Promotion Committee and the Employee Recognition Committee to share sponsorship of a special event on Monday, May 9, to commemorate a trio of important occasions.

The CHFS Health and Wellness Fair will open at 10 a.m. and run through 2 p.m. in the CHR Building cafeteria and common area. Weather permitting, some activities will be held outdoors.

The annual Health Fair is designed to promote Women's Health Month; but this month the fair will also commemorate the halfway point for the Get Moving CHFS! program and serve as an employee recognition event.

"With all the cabinet activities and special designations this month, we're delighted to share the division's annual health fair with employee recognition and worksite wellness and health promotion," said Joyce Jennings, DWPMH director and chair of the Physical Activity subcommittee of the CHFS Worksite Wellness and Health Promotion Committee.

The health fair will have a strong focus on women's health, while also providing information and activities addressing overall employee wellness. About 20 exhibitors will be on hand to offer health information and education, screenings, healthy snack samples and fun physical activities.

Those attending the health fair will also have opportunities to qualify for prizes. Prize drawings will be held at 1:15 p.m.

The Physical Activity subcommittee will sponsor an exercise circuit course consisting of some exercise stations not commonly seen, such as hula hoop and jump rope. There will be organized groups walks beginning at 10 a.m. and 2 p.m. Participants in the physical activity center each will receive a "Red Bag of Courage" for heart health, compliments of the DWPMH. A list of scheduled activities will be available at the subcommittee's table.

The health fair's focus on nutrition will feature a booth hosted by a special guest, Chef Nancy Russman, who will demonstrate healthy cooking techniques. Healthy snack samples, including fresh fruit and frozen yogurt, are also part of the fair's nutrition emphasis.

Because Employee Recognition Week is also during the month of May, the health fair is designed to be a fun way to reward CHFS staff for their outstanding work on the job every day serving the people of Kentucky.

"What better reward for their hard work could we possibly extend to our wonderful employees than the gift of good health?" said Deputy Secretary Delanor Manson. "The enthusiasm generated so far by Get Moving CHFS! and the across-the-board buy-in of the cabinet's worksite health and wellness initiative tell us that CHFS employees do value good health and want to be leaders and role models for other state government workers and agencies."

Women's Health Month Knowledge Nugget

Of the 9038 employees of CHFS, 78 percent (7062) are women.

Source: CHFS Office of Human Resource Management

Get Moving CHFS! teams will have a chance to win a new bicycle in a drawing to be held as part of the health fair.

"Overall, the health fair, with its emphasis on women's health, employee recognition and employee wellness, is sure to be an enjoyable and beneficial event," Manson said.

Exhibitors and activities scheduled for the fair are:

- Kentucky State University – body mass index screenings
- CHFS Employee Wellness and Health Promotion Committee – smoking cessation and nutrition table; physical activity circuit
- Cardiovascular Health Program – blood pressure screenings and stroke assessment and counseling
- Head/neck massages
- Chef Nancy Russman – healthy cooking techniques; healthy snacks samples

- American Cancer Society
- Weight Watchers
- Aging Services
- HIV/AIDS
- Division of Women's Physical and Mental Health
- Breast Cancer Program
- Diabetes Program
- Employee Recognition Committee
- Employee Suggestion System
- Frozen Yogurt Station

Governor Fletcher proclaims Friday Provider Appreciation Day

By Anya Armes Weber

Governor Ernie Fletcher has proclaimed Friday, May 6, Provider Appreciation Day in Kentucky.

The proclamation reads in part that "parents and caregivers are urged to thank their child-care providers for their daily commitment to nurturing the state's youngest citizens."



The cabinet, which licenses and regulates child-care providers, recognizes their dedication.

"It takes a special person to work in this field," said Eugene Foster, Ed.D., undersecretary for Children and Family Services. "And these individuals are often unrecognized and underappreciated. Friday is a time parents can demonstrate the gratitude they feel every day they drop off and pick up their children from reliable care."

The cabinet's Division of Child Care in the Department for Community Based Services administers the Child Care Assistance Program (CCAP) to help Kentucky's low-income families find and afford quality child care and promotes training opportunities to child-care staff.

Division Director Betsy Farley said child-care centers contribute to a healthy economic environment that helps to support Kentucky's growing economy.

"Moms and dads have the freedom to work when their children are safe with an experienced and caring provider," Farley said. "We want a good, stable work force, and child care helps Kentucky to be more productive."

State-licensed centers and family child care homes are approved to care for approximately 162,000 children.

Also within the cabinet, the Office of the Inspector General's (OIG) Division of Regulated Child Care is responsible for licensing and investigating complaints against child-care programs, residential child-caring facilities and child-placing agencies. The division also administers the Quality Rating System, also known as STARS.

Division Director Robert Hester said OIG's annual, unannounced inspections and immediate reaction to alleged problems in child-care centers can assure parents that the state is doing its part to protect children when they cannot be with family.

"Our staff knows when parents drop off their children at day care, it can be an emotional time," he said. "Our shared, primary concern is for them to be safe."

Hester said his highly experienced staff has an extensive background in child development and is offered continuous training on every aspect of an investigation, down to taking complaints by phone.

Farley said good child care is important on many levels.

"Without it, low-income families would have a very, very difficult time, and children could be at risk," she said. "When kids are in a better place, they thrive, and their parents are more likely to succeed. They're both happier and healthier, and all aspects of their family lives go better."

Foster said the best providers will offer more than safety and regular, healthy meals.

"Day care can be the foundation of a lifetime of learning for children," he said. "Good providers are child-focused and will offer new experiences, age-appropriate cognitive stimulation and social development. It's a heavy responsibility, and that's why child-care providers deserve our appreciation."

Parents researching day cares can start with the Child Care Resource and Referral Agency in their area. Call the Kentucky Child Care Network at (877) 723-5002 for a list of service areas and CCRA phone numbers.

Richmond event to spotlight elder abuse prevention

By Anya Armes Weber

As part of Elder Abuse Prevention Month, the CEMP Council is sponsoring its annual symposium on elder abuse awareness and vulnerable adult maltreatment prevention on Thursday, May 12.



The afternoon event will be at McCready Manor, 300 Stocker Drive, Richmond. It begins at 1 p.m., and includes lunch, a lineup of experts speaking on elder abuse and an array of informational exhibits.

The CEMP Council – a Local Coordinating Council on Elder Abuse (LCCEA) – is composed of activists from Clark, Estill, Madison and Powell counties.

Scheduled speakers include James W. Holsinger, Jr., M.D., cabinet secretary; Eugene Foster, Ed.D., undersecretary for Children and Family Services; Judge Brandy O. Brown, district judge for Clark and Madison counties; Rep. Joni Jenkins, D-Jefferson; and David Godfrey, managing attorney for the Access to Justice Foundation and Legal HelpLine for Older Kentuckians.

Topics will include living wills, the state's new elder maltreatment prevention law and the typical profiles of abuse victims and perpetrators.

"Our staff is committed to protecting Kentucky's senior citizens from physical and mental abuse, exploitation and neglect," Holsinger said. "We can best prevent harm to seniors in partnership with other agencies and advocates at the local level through educational outreach efforts like this symposium."

More than 100 people are expected at the event. Nurses who attend will receive continuing education units.

The state's 29 LCCEAs began forming in 2002 under joint leadership of the Area Agencies on Aging and the cabinet's Adult Protective Services staff. Members include cabinet staff, law enforcement officers, business leaders, healthcare providers and advocates for the elderly.

For information about the conference or to register, call Tanda Dannelly of the Madison County Department for

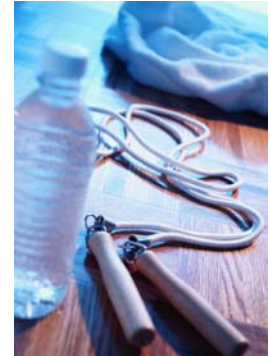
Community Based Services office at (859) 623-1204 from 2-4 p.m. on Friday, May 6.

For more information about elder abuse prevention, log onto <http://chfs.ky.gov/dcbs/dpp/ea/>.

Get Moving CHFS! UPDATE – May 6

Keep on keepin' on...

Get Moving CHFS! teams have completed nearly four wonderful weeks of exercise and improving their health. We are so proud of this continued progress! Everyone is doing a wonderful job!



PAMs

As of Friday, April 29, Get Moving CHFS! teams had walked over 26,000 physical activity miles (PAMs), or 61 times across Kentucky. Way to go!

If you hit the river or the lake this weekend, keep track of your swim or ski time – 15 minutes is considered 1 PAM!

Teams must continue to participate and report weekly progress. Captains should continue to turn in weekly PAM calculations to Joyce Jennings (CHR mailstop 3C-G).

Keep your goal in mind: 420 PAMs by June 3!

Next Week – Health Fair

Be sure to join your fellow employees at next week's Health Fair. There will be a special drawing for Get Moving CHFS! participants.

Get Moving CHFS! in Week Three - Competitiveness sparking greater efforts

Whether teams are competing with one another or simply challenging themselves individually, the race is on.



The Shortzenneggers

The obvious question is: Are they all short and muscle-bound?

"Well, we're all short, except for one really tall guy, and I lift weights so I do have muscles," said Adam Jones, team

captain. "One of the best things about Get Moving CHFS is that we get to meet new people. I'd never met Dan Luchfield, who's about 6'5", until we came up short, no pun intended, for our team."

Although they all walk, each team member participates in other forms of exercise. Jones, of course, lifts weights; Luchfield jogs; Patty Marcorano does home renovation (and no, she's not interested in doing your house); and Sue Smith swims.

They all keep their pedometers with them. "The pedometers make us feel good some days - and other days, not so good," Jones said. "But we're all having fun.

"By the way, our team would like to challenge Undersecretary Birdwhistell to match Undersecretary Field's offer because we know he will be taking us to dinner anywhere in Kentucky!"

The Team That Beat Dave's Team

"Can you tell we're a little competitive?" team captain Nora McCormick said, as she pointed to the weekly PAM report with the CSIs and The Team That Beat Dave's Team highlighted in yellow. "We're doing fabulously," she said, "and we expect to be in the top five teams when this competition is finished. We're currently looking for uniforms to wear for the winners' ceremony."

The PAMs challenge started as a diet duel between McCormick and Dave Fleenor.

"Attorneys are required to take an oath that they have never and will never participate in a duel or stand as a second in a duel," McCormick said. "So we threw down the gauntlet for the diet duel, and that just morphed into the Get Moving CHFS! challenge."

McCormick walks, does water aerobics, and cleans house. Misty Judy walks with her dogs in downtown Frankfort, in addition to gardening and remodeling her house. Sheila Redmond walks her dog and does yard and house work. Amber Arnett, a physical fitness guru and team "ringer" according to McCormick, practices Kung-fu, walks her dogs a total of three to four hours each day, does aerobics an average of three times a week and takes the stairs to and from the fifth floor at least twice a day.

"Can you believe that Dave threatened to call Crit Luallen's office to do an audit on our PAMs?" McCormick said.

Team Procurement

"Not exactly a creative name," team captain David Hecker said, "but at least you know where we work."

Although they exercise individually, Team Procurement got together before starting the competition and figured out that each team member must get 13 to 14 miles per person per week to meet the goal. "And I'm sure we're going to meet the goal," Hecker said.

Roger Hamilton gets in a lot of walking overseeing janitorial inspections all over the state. "He doesn't literally walk all over the state," Hecker said, "we let him drive to the location." Hamilton also referees youth basketball games.

Pat Lippert walks on her treadmill and is working in her yard more as the weather gets better.

Debra Powell walks often with her daughter and grandchildren around the neighborhood.

Hecker rides his bike and kayaks alone and with his kids, ages 11 and 14. "My wife is the 'Shuttle Bunny' when we do the six-mile Elkhorn Creek trip," he said. "But I can put in alone at the dock downtown, paddle two miles up the river and two miles back, get out on the dock and never get wet."

Hecker's team members consider Get Moving CHFS! a challenge to each of them personally - not a competition with one another or other teams.

Sandbaggers

"Sandbaggers is a golfing term," team captain Kurt Godshall said. "It means pretending you're no good at the beginning of a round, then beating the pants off your competitors."

Godshall and two other team members, Paul Cooper and Michael Cornwall, consistently play 18 holes of golf once a week. "That takes about four hours, which adds up to about 4 PAMs per hour," Godshall said. "There's a lot of walking." The three also put in time on yard work and at the gym.

The fourth team member, Christopher Stewart, gets in his PAMs at the gym.

"This is good exercise - and a good excuse to golf," Godshall said.

Windwalkers

"The name came from the movie 'Windtalkers,'" team captain Anna Dunn said. "We thought our team reflected the teamwork and camaraderie of characters in the movie." Team members do brisk stair walking in the building, but also exercise in other ways outside of the workplace. Josh

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Stamper mows lawns; Terry Brogan plays soccer and other sports with his children; Cindy Watts works out at a gym; and Dunn walks on her treadmill.

"It's interesting to see people you'd never expect become competitive," Dunn said. "That keeps us motivated. And having the support at work to exercise makes for a good environment.

"Get Moving CHFS! is so beneficial to employees - and everyone who sees us out moving," she said. "Dr. Thomas Badgett is also a good motivator. He has worn a pedometer since he got here, and he always takes the steps, never the escalator or elevator."

CHFS Health Tip of the Week: Spring Allergies Can Trigger Asthmatic Episodes

By Anne Parr, R.N.

With April showers out of the way, May is recognized as National Asthma and Allergy Awareness Month.



Nearly one out of five – about 50 million – fAmericans suffers from allergies, and more than 6 percent of Americans – about 17 million – have asthma. Asthma and other allergic disorders are chronic diseases for which there is currently no cure. Each year during May – a peak season for allergies – physicians, patients, government health organizations and others join with the Asthma and Allergy Foundation of America to raise awareness about these serious health conditions.

With spring rains, more mold develops inside and outside your home. Flowers, trees, weeds and grasses begin to grow and blossom. Spring-cleaning also stirs up dust mites throughout the house. Below are some tips to help thwart allergy and asthma attacks:

- ♦ **Keep pollen under control.** Wash bedding every week in hot water. Wash your hair and shower before going to bed, since pollen can accumulate in hair.
- ♦ **Clean every surface.** Wear a mask and gloves when cleaning, vacuuming or painting to limit dust and chemical exposure. Vacuum twice a week.

- ♦ **Wash rugs.** Limit throw rugs to reduce dust and mold. If you do have rugs, make sure they are washable.
- ♦ **Keep indoor air clean.** Change filters in air conditioning units and vents frequently this time of year.

For more information about allergies and asthma, visit <http://www.aafa.org/>.

Kentucky Deferred Compensation to hold New Employee Education Seminar May 12

The **New Employee Education Seminar** will be held on Thursday, May 12 from 12 – 12:50 p.m. at 105 Sea Hero Drive, Suite 1, Frankfort. The seminar is provided at no charge by Nationwide Retirement Solutions.

Lunch will be provided.

Seating is limited; pre-registration is required. To register, call Carol Cummins at (502) 573-7925 or (800) 542-2667 between the hours of 8 a.m. and 5 p.m. Monday through Friday.

Feel free to call for an enrollment kit if you are unable to attend.

Registration due May 8, Ten-Ure Convention information available online

The annual Ten-Ure Conference “54 And Striving for More” will be held May 18-20 at the Executive West Hotel in Louisville. The registration deadline is May 8. Be sure to contact Teresa Proffitt if you need additional time to register.

Convention information is on the Ten-Ure Web site at www.ten-ure.org.

For more information, contact Teresa Proffitt at Teresa.Proffitt@ky.gov.

Employee Enrichment

By Anya Armes Weber



Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better focus on team building, customer service and personal development.



Even after National Public Employee Recognition Week ends, staff and supervisors are encouraged to show their appreciation toward one another through consistent recognition.

Here are three tips from the Human Resources Office at the University of Iowa for making recognition worthwhile.

- To have the greatest impact, the recognition message needs to be completely positive, specific, sincere and given soon after the effort. Resist the urge to coach until a later time.
- Give recognition to staff who support a “recognition culture” among co-workers with their actions and words by publicly noting their contribution, including it in their performance appraisal, inviting them to recognition celebrations, etc.
- Spread it around. There should be opportunity for all staff to receive recognition --whether for improving performance, for extra effort, for creativity or for reliably doing their job each day.

Also remember that when the relationships among co-workers are good, recognition enhances work performance. When relationships are troubled, it usually doesn't matter how you reward or recognize people.